

AIR TRAFFIC CONTROL STRIKE THREAT TO EASTER HOLIDAYS

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A threatened air traffic control strike over Easter could have a devastating impact on one of the busiest weeks of the year and cost the travel/airline industry millions of pounds.

Controllers are angry at plans to privatize their sector and are being balloted over strikes - with the Easter weekend penciled in for action. Industry experts warn it could mean unprecedented cancellations and delays, with chaos lasting well beyond any industrial actions, as airlines battle to return to schedule. Even a strike of a few hours would have a major impact in terms of delays and cancellations. The result of a ballot among controllers on the principle of industrial actions is due on February 28. It is likely to be followed by a formal strike vote.

Tour operators could be liable to compensate passengers. With over 1.5 million people expected to travel over Easter, the bill could run to millions of pounds as, technically, it would be the operator who canceled the holiday. There would be a knock-on effect to travel agents also as incidents like this usually involve both sections of the industry.

The air traffic controllers argue they have no choice because privatization will compromise safety. The official organization that represents controllers have complained that they have spoken regularly to the UK government about this issue of safety and accuses the government of non-cooperation in the sensitive safety issue. The government plans to sell 46 per cent of National Air Traffic Service to the private sector and was looking to complete this before a probable May general election. Controllers, pilots, the House of Commons select committee on transport, a host of analysts and a majority of the general public oppose the privatization, and fear that it will compromise safety. Comparisons have been made with the less than successful privatization of the UK railway system that was also sold off at some speed just prior to the 1997 general election. The daily chaos for commuters using the rail network and revenue losses for travel agents are the result. There is a general consensus of opinion that expresses similar dire results if the privatization of National Air Traffic Service goes ahead.

IMI Customer Satisfaction Survey

U.S. Department of Commerce
International Trade Administration
The Commercial Service

The U.S. Department of Commerce would appreciate input from U.S. businesses that have used this IMI report in conducting export market research. Please review the privacy statement / disclaimers at the bottom of this Web site. Please take a few moments to complete the attached survey and fax it to 202/482-0973, mail it to QAS, Rm. 2002, U.S. Department of Commerce, Washington, D.C. 20230, or Email: Internet[Opfer@doc.gov].

* * * About Our Service * * *

1. Country covered by report: _____

Industry/title: _____

Commerce domestic office that assisted you (if applicable):

2. How did you find out about the IMI service?

- ☐ Direct mail
- ☐ Recommended by another firm
- ☐ Recommended by Commerce staff
- ☐ Trade/state/private newsletter
- ☐ Department of Commerce newsletter
- ☐ Other (specify): _____

3. Please indicate the extent to which your objectives were satisfied:

- 1-Very satisfied
- 2-Satisfied
- 3-Neither satisfied nor dissatisfied
- 4-Dissatisfied
- 5-Very dissatisfied
- 6-Not applicable

- ☐ Overall objectives
- ☐ Accuracy of information
- ☐ Completeness of information
- ☐ Clarity of information
- ☐ Relevance of information
- ☐ Follow-up by Commerce representative

4. In your opinion, did using the IMI service facilitate any of the following?

- ☐ Decided to enter or increase presence in market
- ☐ Developed an export marketing plan
- ☐ Added to knowledge of country/industry
- ☐ Corroborated market data from other sources
- ☐ Decided to bypass or reduce presence in market
- ☐ Other (specify): _____

5. How likely would you be to use the IMI service again?

- ☐ Definitely would
- ☐ Probably would
- ☐ Unsure
- ☐ Probably would not
- ☐ Definitely would not

6. Comments:

* * * About Your Firm * * *

1. Number of employees: ☐ 1-99 ☐ 100-249 ☐ 250-499
☐ 500-999 ☐ 1,000+

2. Location (abbreviation of your state only): _____

3. Business activity (check one):

- ☐ Manufacturing
☐ Service
☐ Agent, broker, manufacturer's representative
☐ Export management or trading company
☐ Other (specify): _____

4. Value of export shipments over the past 12 months:

- ☐ Less than \$10K
☐ \$11K-\$100K
☐ \$101K-\$500K
☐ \$501K-\$999K
☐ \$1M-\$5M
☐ More than \$5M

May we call you about your experience with the IMI service?

Contact name: _____

Phone: _____

Fax number: _____

Email: _____

Thank you--we value your input!

This report is authorized by law (15 U.S.C. 1512 et seq., 15 U.S.C. 171 et seq.). While you are not required to respond, your cooperation is needed to make the results of this evaluation comprehensive, accurate, and timely. Public reporting burden for this collection of information is estimated to average ten minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing the burden, to Reports Clearance Officer, International Trade Administration, Rm. 4001, U.S. Dept. of Commerce, Washington, D.C. 20230, and to the Office of Information and Regulatory Affairs, Office of Management and Budget, Paperwork Reduction Project (0625-0217), Washington, D.C. 20503.

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